

THE
COMPLIANCE
GROUP

234560

January 6, 2012

IMPORTANT NOTICE REGARDING COMPLIANCE & REPORTING

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210

2005-40-C

**Re: inContact, Inc., d/b/a UCN, Inc.
 South Carolina Public Service Commission
 CLEC Quarterly Service Quality Report
 For the Quarter Ended December 31, 2011**

To Whom It May Concern:

Enclosed please find the South Carolina Public Service Commission CLEC Quarterly Service Quality Report for the Quarter ended December 31, 2011, filed on behalf of inContact, Inc., d/b/a UCN, Inc. inContact does not currently provide any local service and therefore has no troubles or outages to report.

Please contact Meghan Ruwet at (303) 663-0102 or mtr@compliancegroup.com with any questions concerning this filing. Thank you for your assistance in this matter.

Sincerely,

Meghan Ruwet
The *Compliance* Group
Consultant
Telephone: (303) 663-0102
Email: mtr@compliancegroup.com

RECEIVED

PSC SC
MAIL / DMS

QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME inContact, Inc., d/b/a UCN, Inc.

QUARTER / YEAR 4th Quarter / 2011

MONTH:	<u>October</u>	<u>November</u>	<u>December</u>
Number of Customer Access Lines	<u>0</u>	<u>0</u>	<u>0</u>
New Service Applications Held over 30 Days	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Customer Out of Service Clearing Times (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
New Installs and Re-Installs Completed w/in 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitments Fulfilled (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Number of Lifeline Customers	<u>0</u>	<u>0</u>	<u>0</u>

Comments / Explanations: inContact provides only resold long distance service and
therefore has no access lines or troubles to report

Preparer's Name: Meghan Ruwet

Phone and Email: (303) 663-0102 mtr@compliancegroup.com

Mail completed form to: Office of Regulatory Staff
Telecommunications Department
1401 Main Street, Suite 900
Columbia, SC 29201

(803) 737-0800